

Frequently Asked Questions

Why do we do NC-TOPPS?

NC-TOPPS measures the quality of substance abuse and mental health services and their impact on individuals' lives. By capturing key information on a consumer's service needs and life situation during a current episode of care, NC-TOPPS aids in developing appropriate Person-Centered Plans (PCPs)/treatment plans and evaluating the impact of services on an individual's life. It supports Local Management Entities (LMEs) in their responsibility for monitoring services in each LME's catchment area. The data generated through NC-TOPPS helps the DMH/DD/SAS, LMEs and provider agencies improve the quality of services. In addition, NC-TOPPS provides data for meeting federal performance and outcome measurement requirements, which allows North Carolina to evaluate its service system in comparison to other states.

Where do I find the NC-TOPPS Guidelines?

The NC-TOPPS Guidelines can be found at <http://www.ncdhhs.gov/mhddsas/nc-topps/systemuser/nctoppsguidelines7-08rev.pdf>

Who is required to have a NC-TOPPS completed?

NC-TOPPS Interviews are required for 100% of consumers ages 6 and above who have:

- Been formally admitted to the LME by having an open record with a unique LME Assigned Consumer Record Number and
- Begun receiving qualifying mental health and/or substance abuse services from a publicly-funded source. (See the service codes for the Qualifying Services for MH and SA Consumers at <http://www.ncdhhs.gov/mhddsas/nc-topps/nc-toppscodes5-13-08.pdf>.)

Further requirements and exclusions can be found in the NC-TOPPS Guidelines (<http://www.ncdhhs.gov/mhddsas/nc-topps/systemuser/nctoppsguidelines7-08rev.pdf>).

Are consumers who are diagnosed with both DD and SA and/or MH required to have a NC-TOPPS?

If the consumer's primary diagnosis is DD, a NC-TOPPS is not required. All other consumers who are in the required categories should have a NC-TOPPS completed.

Are NC-Health Choice consumers required?

These consumers are only required if they fall into the service codes for the Qualifying Services for MH and SA Consumers at <http://www.ncdhhs.gov/mhddsas/nc-topps/nc-toppscodes5-13-08.pdf>.

Who is responsible for completing the NC-TOPPS interviews?

NC-TOPPS Interviews should be completed by a substance abuse Qualified Professional (QP) for a substance abuse consumer and by a mental health QP for a mental health consumer with the consumer present. The QP in the primary provider agency that completes the consumer's PCP/treatment plan is responsible for ensuring that NC-TOPPS Interviews are done as a regular part of developing and updating a consumer's PCP/treatment plan.

If the consumer is seeing multiple provider agencies, which agency is responsible for completing the NC-TOPPS interviews?

Responsibility for completing the NC-TOPPS interviews lies with the consumer's *primary provider agency*. This is the provider agency that provides a qualifying mental health and/or substance abuse service to the consumer and is usually responsible for developing and implementing the consumer's PCP/treatment plan.

If the consumer moves from one LME to another, how do I change the LME for the consumer?

In this situation, an Episode Completion should be submitted from the previous LME and the consumer should be opened with a new Initial with the new consumer record number under the new LME.

How do I get trained for NC-TOPPS?

LMEs are responsible for ensuring that its provider agencies are trained on the web-based NC-TOPPS tools and protocols. DMH/DD/SAS, through its contractors, has provided training on the web-based NC-TOPPS data collection system for every LME and will continue to provide technical assistance and training support as needed.

How do I register or change my current registration?

QPs who have never had a NC-TOPPS User Login and Password with any provider agency should go to the NC-TOPPS website (<http://www.ncdhhs.gov/mhddsas/nc-topps>) and click on "User Enrollment." The QP will then click on the link for "If you have never had an NC-TOPPS user login and password with any provider agency" and submit their name, email address, LME Name and Code, and Provider Agency Name and Address. NC-TOPPS staff will send the User Login and Password to the QP's email address within 1-2 business days.

QPs who already have a User Login and Password and need to add or change their LME and/or provider agency information should go to the NC-TOPPS website (<http://www.ncdhhs.gov/mhddsas/nc-topps>) and click on "User Enrollment." The QP will then click on the link for "If you already have an NC-

TOPPS user login and password” and select from various options and submit the appropriate information. NC-TOPPS staff will send the User Login and Password to the QP’s email address within 2-3 business days.

What is a superuser and how do I become one?

Superusers are individuals who have oversight responsibilities for their LME and/or provider agency. Individuals needing to become superusers should follow the same process for enrolling in the web-based system as a QP. Once they have received a User Login and Password, they should contact the NC-TOPPS Help Desk (nctopps@ncsu.edu) to receive access as a superuser. Individuals who request to be a superuser will need to provide information verifying that they have authorization. Information needed for this authorization will include supervisor name, title, phone number, and email address.

I can not login to NC-TOPPS, what do I do?

If you can not login to the NC-TOPPS system, you should contact the NC-TOPPS Help Desk: nctopps@ncsu.edu

Why will the system not let me do an Initial for my consumer?

There are a couple of reasons why you may not be able to do an Initial interview. Your LME should be able to help determine why you can not do an Initial. Most of the time, the reason for not being able to do an Initial is because the consumer is currently under a different provider agency with NC-TOPPS. Depending on the situation, they can either change the consumer to your provider agency or get the other provider agency to do an Episode Completion so you can do an Initial. If you are still having problems, you should contact the NC-TOPPS Help Desk: nctopps@ncsu.edu

Why does the screen blank out when I try to do an Update?

There could be several reasons why you are unable to do an Update on a consumer. You will need to email the NC-TOPPS Help Desk: nctopps@ncsu.edu for further help.

If an Update is missed and the next Update is now due, do I still need to complete the Update that was missed?

You should now only complete the Update that is currently due.

Can I complete an Update if I was not the last clinician to enter an interview for the consumer?

If the clinician that previously entered the interview for the consumer is at the same provider agency address, any clinician registered at that location can complete an Update for the consumer.

Can I change information that has already been submitted?

Once an interview has been submitted, you can only change incorrect information by sending a request to the NC-TOPPS Help Desk:

nctopps@ncsu.edu

What should I do if I don't have access to a computer when interviewing the consumer?

If the QP provides services at a location where internet access is not available, QPs may use printable versions to gather NC-TOPPS information on site. This information must then be entered into the web-based system by the QP or his/her designee under the QP's User Login. Printable versions are available on the NC-TOPPS website (<http://www.ncdhhs.gov/mhddsas/nc-topps>) by clicking on "Other Information." You can then select the appropriate form under "Printable Versions of Interviews."

Are NC-TOPPS interviews required to go in the consumer's record?

Yes, all NC-TOPPS interviews are required to go in the consumer's record.

I lost or forgot to print out the NC-TOPPS interview. Can I print/reprint the interview?

From the Main Menu page, users can click on "Print Interview Report" and type in the consumer record number to retrieve the interview. Superusers will need to go into their Administrative Tools and click on "Print Interview Report."

Where do I go to request outcome reports?

You can request outcome reports by emailing: reportrequest@ndri-nc.org

Can I get raw data for my LME or provider agency?

Yes, you should contact the NC-TOPPS Help Desk: nctopps@ncsu.edu if you would like to receive the data.